

Online Business Account (OBA) Emergency Posting Process help guide

Access the emergency order page at www.royalmail.com/obabackup and follow the 3 steps outlined below to continue posting:

1. Enter 'Your posting details'

You'll need to have your OBA Posting Location Number & Customer Account Number to hand. These can be found on copies of previous OBA sales orders.

If you want to use the "Your Reference/E Manifest ID" field, you'll need to complete it at this stage.

NB; you'll only have to complete these fields once, as the form remembers your details even if you clear your browser history or cookies. We recommend that you complete these sections now so that you have the data to hand from within OBA

Your posting details

Let us know where you're posting from and some basic contact details.

* Indicates a required field

* OBA Posting Location Number	9000000000
* OBA Posting Location Address	The Test Company
Test Road
Test Town
T15 1PT
* Customer Account Number	0000000000
* OBA Customer Email Address	test@testcompany.co.uk
* OBA Customer Phone Number	01234 567 890
OBA Your Reference	

Clear form

When completing the Customer Account Number field, if your account number isn't 10 digits long, please add zeros to the beginning on the account number, until it reaches 10 digits e.g. account number 1234 would be entered as 0000001234.

Once you have completed all relevant fields, click on the Continue button.

You'll now be taken to the 'Enter Order Details' screen:

2. Enter Order Details

To start entering the details for the Royal Mail services you'll be using, click on the 'Add postage product' link or on the '+' button

Your Order Details

Let us know what postage product(s) you are using today.

Add postage product 

Item	Product	Quantity	Weight
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Delete All

Continue

The 'Add a postage product' window will appear:

Add a postage product

Close 

* Indicates a required field

* Postage Product

Your Order Details

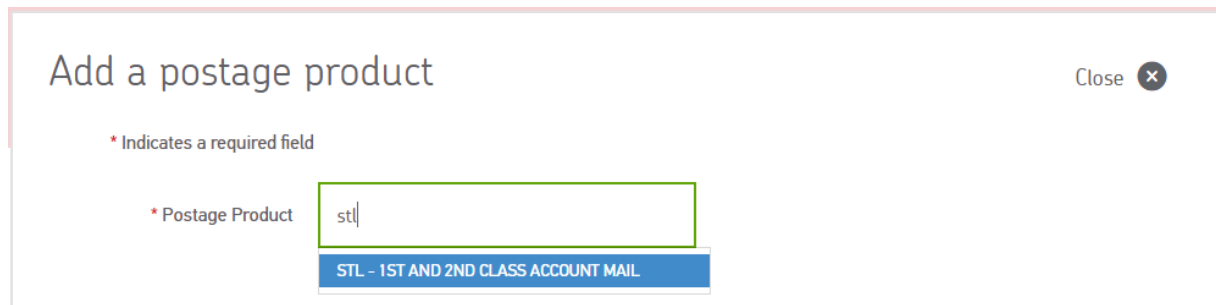
Let us know what postage product(s) you are using today.

Item	Product	Quantity	Weight
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Add postage product

Continue Delete All

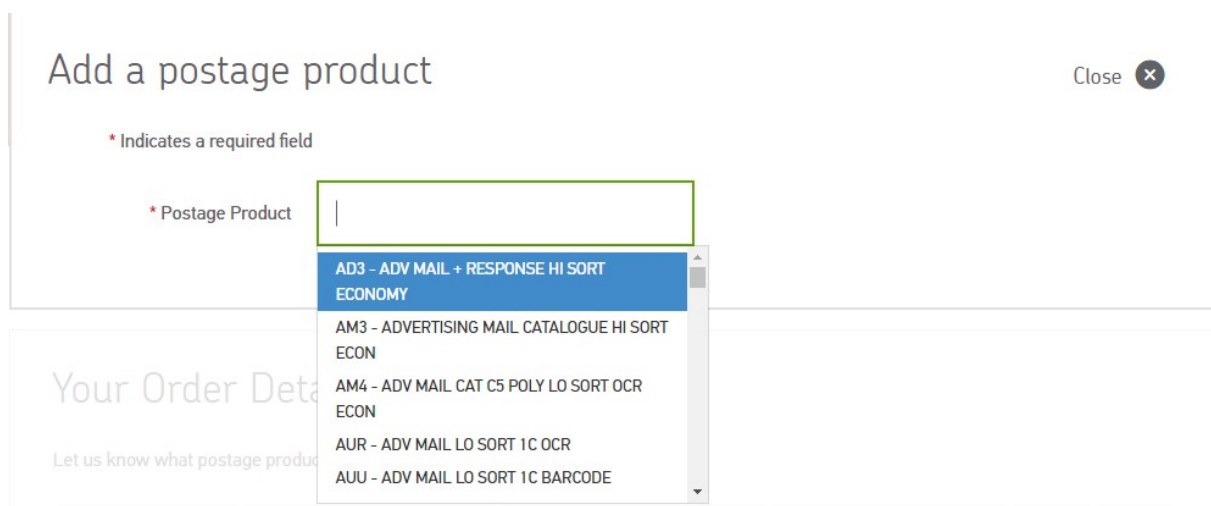
The easiest way to use the Postage Product box is to type in the product code (e.g. STL) of the service you want to use and the details will appear:



The screenshot shows a form titled "Add a postage product" with a "Close" button in the top right. A legend indicates that an asterisk (*) denotes a required field. The "Postage Product" field is highlighted with a green border and contains the text "stl". Below this field, a blue button displays the text "STL - 1ST AND 2ND CLASS ACCOUNT MAIL".

Click on the name of the product to select it,

Or alternatively, you can click on the drop down menu and scroll down to select the product.



This screenshot shows the same "Add a postage product" form, but the "Postage Product" field is empty and the dropdown menu is open. The dropdown list contains the following items: "AD3 - ADV MAIL + RESPONSE HI SORT ECONOMY" (highlighted in blue), "AM3 - ADVERTISING MAIL CATALOGUE HI SORT ECON", "AM4 - ADV MAIL CAT C5 POLY LO SORT OCR ECON", "AUR - ADV MAIL LO SORT 1C OCR", and "AUU - ADV MAIL LO SORT 1C BARCODE". In the background, a section titled "Your Order Details" is partially visible.

Once you have chosen the product/service, the 'Add a postage product' template will expand for you to enter your item weight, volume, class and format (depending on the product chosen).

If you wish, you can also use the optional reference fields of 'Your Description' and 'Customer Reference'.

Add a postage product



* Indicates a required field

* Postage Product	STL - 1ST AND 2ND CLASS ACCOUNT MAIL	
* Service Level	01	
* Weight in grams	100	
* Item Count	45	
* Class	First	▼
* Format	Letters	▼
* Fees	N/A	▼
OBA Your Description		
OBA Customer Reference		

Add Product

Once you have entered all the relevant data, click on the 'Add Product' button.

If you make a mistake at this stage, you have to click on the 'Close' button and start the process again.

Add a postage product



* Indicates a required field

* Postage Product	STL - 1ST AND 2ND CLASS ACCOUNT MAIL	
* Service Level	01	

You will now be back on the main ordering page and you can see that your first line of mailing data has been added.

Your Order Details

Let us know what postage product(s) you are using today.

Add postage product 

Item	Product	Quantity	Weight	
1	STL - 1ST AND 2ND CLASS ACCOUNT MAIL	45	100	

Delete all

Continue

To add further products for your mailing data, click on the 'Add postage product' button and repeat the process above.

If you want to edit a line, simply click on the Product name and the 'Add a postage product' window will open, allowing you to make the change (e.g number of items changed from 45 to 10). Click on the 'Save' button to confirm your changes.

Add a postage product



* Indicates a required field

* Postage Product **STL - 1ST AND 2ND CLASS ACCOUNT MAIL**

* Service Level

* Weight in grams

* Item Count

* Class

* Format

* Fees

OBA Your Description

OBA Customer Reference

Save

The save button will take you back to the main order details page;

Your Order Details

Let us know what postage product(s) you are using today.

Add postage product

Item	Product	Quantity	Weight	
1	<u>STL - 1ST AND 2ND CLASS ACCOUNT MAIL</u>	10	100	

Delete all

Continue

If you want to delete a line, click on the 'bin' icon on the right hand side of the line of data you wish to delete. Alternatively, if you want to delete all of the order details, click on the 'Delete All' button

Once you have completed all products for the mail that you are sending today, click on the 'Continue' button.

If, at this stage, you realise you have made an error or need to add further mailing data, simply click on the section name at the top of the page. These are links and will send you back to the section you wish to change.

1. Enter Posting
Details

2. [Enter Order
Details](#)

3. Email and
Print

3. Email and Print your order summary paperwork

To complete the mailing process, follow the on screen instructions to download and email us your order.

Don't forget to print a copy and hand it over with your mail, too.

1. Enter Posting Details

2. Enter Order Details

3. **Email and Print**

Step 1: Download & email us your order

- Download your order sheet below.
- Email us your order to **continuity@oba.royalmail.com**
- We'll email you back if there are any errors.
- We would recommend that you keep this page open in case you need to make any changes and re-send.

Download Order (CSV) 

By downloading your order you agree to our [Terms & Conditions](#)

Step 2: Print your order

- Print your order paperwork and hand it over along with your mail
- You're all done.

Print Order 